

Amendments To the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

Claims 1 - 30 (cancelled)

31. (New) A method of managing events in a network to reduce operator intervention, comprising:

- (a) defining a plurality of classes of events and associating predetermined validation routines and remediation routines with selected classes,
- (b) receiving an event representative of a problem with an object in the network,
- (c) automatically invoking the validation routine associated with the event's class to test the associated object for determining whether the event is valid or invalid; and,
- (d) invoking a remediation routine associated with a valid event for automatic remediation of the problem represented by the event.

32. (New) The method of claim 31 wherein the validation routine designates false positive events as invalid.

33. (New) The method of claim 31 wherein the validation routine designates transient events as invalid.

34. (New) The method of claim 31 wherein the validation routine designates predefined secondary events as invalid.

35. (New) The method of claim 31 further comprising after step (d),
(e) re-invoking the validation routine associated with the event's class to test the associated object for determining whether the event is now valid or invalid.

36. (New) The method of claim 31 further comprising, after step (d),

- (e) automatically dispatching a problem ticket only for valid events.
37. (New) The method of claim 35 further comprising, after step (e),
(f) automatically dispatching a problem ticket only for valid events.
38. (New) The method of claim 31 wherein step (c) of automatically invoking the validation routine is performed only if the event class has an associated validation routine.
39. (New) The method of claim 31 wherein step (d) of invoking the remediation routine is performed only if the event class has an associated remediation routine.
40. (New) The method of claim 31 further comprising after step (b)
determining if the event is associated with an object in maintenance and,
if in maintenance, generating a notification that the object is in maintenance, and
skipping the remaining steps.
41. (New) The method of claim 31 wherein the validation routine invokes the same validation procedure for every object having the same event class.
42. (New) The method of claim 41 wherein the validation procedure executes a validation task and analyzes the return code to determine event status.
43. (New) The method of claim 31 wherein the validation routine designates as valid events those events that are not a transient system event, not a false positive event, or not a predefined secondary event.
44. (New) The method of claim 31 further comprising
creating an event record descriptive of the event prior to invoking the validation routine.

45. (New) The method of claim 44 further comprising
updating the event record with a status of the event as valid or invalid after invoking the
validation routine.

46. (New) The method of claim 45 further comprising
updating the event record with a status of the event as valid or invalid after invoking the
remediation routine and re-invoking the validation routine.

47. (New) The method of claim 31 further comprising
updating an event record with results of the validation routine and the remediation
routine.

48. (New) The method of claim 31 further comprising
appending information indicative of results of the validation routine and the
remediation routine to a problem ticket.

49. (New) The method of claim 48 wherein the information indicative of results
comprises information indicating one of:

- (a) no problem found, invalid event;
- (b) problem found, valid event, problem ticket required;
- (c) problem found, valid event, remediation successful, problem ticket not required; or
- (d) problem found, valid event, remediation not successful, problem ticket required.

50. (New) The method of claim 31 wherein invoking the validation routine
comprises dynamically loading a script dependent on the event class.

51. (New) The method of claim 31 wherein invoking the validation routine
comprises dynamically loading a default script for any event that does not have a specific script
for the event class.

52. (New) A method of managing events in a network to reduce operator intervention, comprising:

(a) defining a plurality of event classes for events, and associating for each class available validation routines for determining valid and invalid events and available remediation routines to remedy valid events;

(b) receiving an event having event details, wherein the event details include event class;

(c) if the event class has an associated validation routine, invoking the automated validation routine, wherein the validation routine designates false positive events and transient events and defined secondary events as an invalid event, otherwise the event is designated as valid;

(d) if the event class has an associated remediation routine, invoking the remediation routine for valid events and re-invoking the validation routine to designate the event as valid or invalid;

(e) generating a notification for an operator only for valid events.

53. (New) A system of managing events in a network to reduce operator intervention, comprising:

a network communication channel;

at least one server connected to the network communication channel;

a notification means for forwarding an event of a monitored object to the server;

an automated event processor for validating the status of the event, wherein the automated event processor comprises computer code devices for:

(a) defining a plurality of classes of events and associating predetermined validation routines and remediation routines with selected classes,

(b) receiving an event representative of a problem with an object in the network,

- (c) automatically invoking the validation routine associated with the event's class to test the associated object for determining whether the event is valid or invalid; and,
- (d) invoking the remediation routine associated with the valid event for automatic remediation of the problem represented by the event.

54. (New) A computer system for managing events in a network to reduce operator intervention having a processor, a memory, and an operating environment, the computer system operable to execute the method recited in claim 31.

55. (New) A tangible computer-readable medium for managing events in a network to reduce operator intervention having computer-executable instructions for performing the method recited in claim 31.